

A map of South East England is shown in a light green color. Overlaid on the map are several colorful triangles: a blue triangle at the top left, a yellow triangle at the top center, a green triangle at the top right, a pink triangle at the top right, a light orange triangle in the middle left, a light purple triangle in the middle center, and a light purple triangle at the bottom center.

Recruitment Pack for

Learning and Engagement Officer

Hours: Full Time – 37 hours
Location: Great Tapestry of Scotland, Galashiels
Closing Date: 5th April 2024
Job Ref No: 0801
Salary: Grade 6 £13.65 - £14.75
(£26,337 - £28,459)

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Department
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

If you would like to apply for this post please click [here!](#)

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.



Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team led by the CEO provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

Our Department

The Great Tapestry of Scotland

The Great Tapestry of Scotland tells the inspirational true story of the country's history, heritage and culture (from 8500 BC to present day). It was hand stitched by over 1000 people in communities across Scotland and transported by land, sea and air to come together.

It is made up of 160 panels and 300 miles of wool (enough to lay the entire length of Scotland from the Border with England to the tip of the Shetland in the North Atlantic).

It's a remarkable achievement: in an age of speed and technology, it has been created with wool and linen, slowly, methodically and with people coming together to share stories and create a record of their history.

A brand new purpose built national exhibition centre and visitor experience housing the Tapestry opened in Galashiels in the heart of the UK's premier textile region in August 2021. It celebrates the creative talents of the stitchers and tell the people's story of Scotland – from Mary Queen of Scots, Robert the Bruce, Robert Burns and Sir Walter Scott to rugby, football, movies and music.

In addition to showcasing the beautiful Tapestry and telling the story of Scotland through interactive displays and audio guides, there will be nationally significant changing exhibitions and education activities; a gift shop and café with seasonal and local produce; as well as a programme of events for all ages.

The Great Tapestry of Scotland is a must visit, significant and sustainable, high quality visitor experience celebrating the remarkable that brings new and repeat visits to the area and supports other tourist related business, particularly in the Borders. As a member of our Visitor Officer team you will be the first point of welcome for all our guests from all over the world and will have an integral role in ensuring their experience is to a world class standard.

JOB DESCRIPTION

Post:	Learning and Engagement Officer
Directorate:	Commercial Services
Reporting to:	Operations Manager

Job Purpose:

Take an active role in the day to day operation in all aspects of the venue (front desk, galleries, café and gift shop), working as part of a team to ensure successful delivery of services to the public.

Below is a range of tasks you will be required to perform in the role. You will be trained on all aspects, with rotation of duties managed through the staff rota.

Duties include:

Job Purpose:

Responsible for designing and implementing an education plan for The Great Tapestry of Scotland designed to bring out the full learning potential of the Tapestry and the stories associated with it both the human aspect and the historical aspect.

Responsibilities:

1. Write and deliver an education plan for The Great Tapestry of Scotland, including learning resources, exhibitions, events and workshops.
2. Raise awareness and engagement of the Tapestry with activities including, but not limited to:
 - Develop relationships with key personnel within schools and youth groups across the South of Scotland and Edinburgh
 - Engage those personnel with a view to visits for lessons and / or workshops to promote the tapestry and its stories.
 - Assess any community projects and recommend Tapestry inclusion where appropriate (i.e. Bill McClaren 100, Eric Liddell etc)
3. Facilitate school visits to ensure the smooth running of any education trips
 - Liaise with school and Tapestry to ensure all requirements are met pre, during and post visit.
 - Book rooms and catering as appropriate.
 - Host the visit on the day.
 - Prepare all details for invoicing where appropriate.
4. Design, identify, produce and test sustainable new learning resources for formal and informal learning in the Great Tapestry of Scotland. Develop learning resources which support the national curriculum.
5. Promote and market learning and activity opportunities in liaison with Tapestry Marketing staff to develop our target audiences. Be the main link for liaison between schools, colleges and community groups in relation to relevant project activities.

6. Identify, review and develop opportunities to secure and draw down external funding to support project work.
7. Project evaluation and reporting – Ensure effective monitoring and evaluation of performance and reporting to an agreed schedule.
8. Represent GTOS internally and externally e.g. at networking events, meetings, conferences and exhibitions to enhance and strengthen GTOS’ education profile.
9. Comply with, and ensure compliance with, all Live Borders policies and procedures.
10. Ensure adherence to Health and Safety standards as established by Live Borders
11. This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the GTOS or Live Borders.

Targets:

Number of school children to have visited the Tapestry in FY24/25 – 600 (30 classes of 20 children)

Number of new schools reached – 20

Amount of funding to be secured minimum - £3,000

Employees shall work in accordance with policies, procedures, information, instructions and/ or training received

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as required.

Other details:

Requirement to work out of hours on occasion

Postholder will work 5 days from 7 to suit the requirements of the business

Requirement for PVG/Disclosure check – None.

PERSON SPECIFICATION

EDUCATION			
Essential	Key	Desirable	Key
A good all round standard of education	App/ Int	Recognised Customer Care Certificate	App/ Int
EXPERIENCE			
Essential	Key	Desirable	Key
Minimum 1 years’ experience of working with general public	App/ Int	Reception/ Front of House work in a tourism business	App/ Int
Experience cash handling	App/ Int	Sales/ retail experience	App/ Int
Team working	Int /Ref	Keyholding and setting security alarm systems	App/ Int
		Foreign language skills	App/ Int
SKILLS AND KNOWLEDGE			
Essential	Key	Desirable	Key
Excellent communication and interpersonal skills	App/ Int	Knowledge of local areas and interest in museums, local history and heritage	Int

Numeracy skills	Int	IT proficient	App/ Int
Willingness to carry out lone working and to comply with a lone working telephone call in system	Int		
Ability to work to direction of the Centre Manager	Int		
Good timekeeping	Int/ Ref		
Ability to contribute confidently in a variety of team settings and work with a wide variety of people and organisations	App/ Int		

Assessed by:

App. = Application

Int. = Interview

Ref. = References

T. = Interview Test

SUMMARY OF CONDITIONS OF SERVICE

- Location:** **Great Tapestry of Scotland, Galashiels** (colleagues may be required to work at any Live Borders site during their career with us).
- Hours of Work:** **37 hours per week as agreed with your line manager.**
- Payment Method:** Paid monthly on the last banking day of each month.
- Annual Leave:** Up to 2 years' service = 30 days (pro-rata for part time)
Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
- Public Holidays:** 4 designated public holidays per year (pro-rata for part time)
- Notice Period:** 4 weeks, as detailed in any offer of employment
- Pension:** Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
- Equal Opportunities:** Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
- Sickness Allowance:** Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
- Presentation:** Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
- Other Benefits:** Free access to all our sports facilities
Cycle To Work Scheme
Access to ASVA
Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.